

**CALIFORNIA PUBLIC UTILITIES COMMISSION**  
**Consumer Protection and Enforcement Division**  
**Advice Letter Summary Form**

**TNC & AL FILER INFORMATION**

Date of Submission:	Date of Service:
TNC Name:	PSG #:
DBA Name:	
Address:	
City:	State: ZIP Code:
Filer's Name:	
Filer's Email:	Filer's Phone:

**AL INFORMATION**

Advice Letter #:	AL Type:    Offset                      Exemption
Geographic Area(s):	
Offset Amount:	Quarter:                      Year:
Documents Included: <input type="checkbox"/> Cover letter <input type="checkbox"/> Service List <input type="checkbox"/> Training Declaration <input type="checkbox"/> Marketing Materials <input type="checkbox"/> Signed Accounting of Funds <input type="checkbox"/> Inspection Declaration <input type="checkbox"/> Data Reports (CSV)	
Reason (if not all document boxes above are marked):	

**SUBMISSION INFORMATION**

**Combine (in this order) AL summary form, cover letter, service list, marketing materials, TNC WAV training declaration, TNC vehicle inspection declaration, and signed Accounting of Funds Expended, into a single PDF file. The completed data reports must be in separate CSV files. A complete advice letter submission will consist of the following attachments: the PDF and CSV files. Submit the advice letter via email with the attachments to [TNCAccess@cpuc.ca.gov](mailto:TNCAccess@cpuc.ca.gov) and to the [R.19-02-012 service list](#).**

**The cut off time to be considered filed the same day as submitted is 5:00 PM (Pacific Standard Time). Files submitted after 5:00 PM or on a non-business day will be considered filed on the following business day.**

**FOR CPUC USE ONLY**

Analyst:	30-Day Due Date:
Completion Date:	Disposition:
Approved Offset/Retroactive Amount:	AL Effective Date:
Supervisor:	Supervisor Review Date:

July 15, 2022  
 Lyft, Inc.  
 Advice Letter No. 12

California Public Utilities Commission  
 Consumer Protection and Protection Division  
 Transportation Licensing and Analysis Branch  
 505 Van Ness Avenue  
 San Francisco, CA 94102

Pursuant to Decision (D.) 20-03-007, D.21-03-005, and D.21-11-004, Lyft, Inc. (“Lyft”) submits this Advice Letter No. 12 to request to offset, against the quarterly Access Fund payments due, the amounts spent by Lyft to improve wheelchair accessible vehicle (WAV) service in Quarter 2 of 2022. The requested effective date is August 14, 2022 (30 days from date of filing).

The offset amounts requested by county are as follows:

<b>County</b>	<b>Offset Requested (\$)</b>		<b>County</b>	<b>Offset Requested (\$)</b>
<b>LOS ANGELES</b>	829,905.00		<b>SAN FRANCISCO</b>	246,556.50
<b>Subtotal</b>	<b>\$ 829,905.00</b>		<b>Subtotal</b>	<b>\$ 246,556.50</b>
			<b>Total Offset Request</b>	<b>\$ 1,076,461.50</b>

Per D.20-03-007, D.21-03-005, and D.21-11-004, Lyft provides the following documents in support of its request as indicated in the summary table below (including all counties for which the TNC seeks offsets):

<b>Criteria</b>	<b>Must Demonstrate</b>	<b>Documentation Included (Y/N)</b>
<b>1. Presence and availability of WAVs</b>	a. the number of WAVs in operation - by quarter and aggregated by hour of the day and day of the week; and b. the number and percentage of WAV trips completed, not accepted, cancelled by passenger, cancelled due to passenger no-show, and cancelled by driver – by quarter and aggregated by hour of the day and day of the week; and c. operating hours for each geographic area	Y

<p><b>2. Improved level of service</b></p>	<p>(a) Offset Time Standard &amp; WAV Response Times: Meet or exceed both the relevant Level 1 and Level 2 Response Time Benchmarks for a given quarter in a given geographic area within the Offset Response Time Benchmarks (ORTB). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request in that quarter (see Table A)          (b.1) Trip Completion Standard: Meet or exceed the applicable minimum percentage of trip requests completed (see Table B), and          (b.2) Either (i) a greater number of completed trips than in the immediately prior quarter, or (ii) a greater number of completed trips than in the immediately prior year's same quarter, if sufficient data is available. A TNC may elect to be compared to this prior quarter or prior year's same quarter, if applicable (see Table C). The schedule shall advance each quarter, regardless of whether a TNC submits an Offset Request.</p>	<p>Y</p>
<p><b>3. Efforts to publicize and promote available WAV services</b></p>	<p>Evidence of outreach efforts such as a list of partners from disability communities, how the partnership promoted WAV services, and marketing or promotional materials of those activities</p>	<p>Y</p>
<p><b>4. Full accounting of funds expended</b></p>	<p>Qualifying offset expenses are:</p> <ul style="list-style-type: none"> <li>a. reasonable, legitimate costs that improve a TNC's WAV service, and</li> <li>b. incurred in the quarter for which a TNC requests an offset, and</li> <li>c. on the list of eligible expenses attached as Appendix A, and</li> <li>d. net of fare revenues collected from WAV service delivery in the quarter for which a TNC requests an offset</li> </ul>	<p>Y</p>
<p><b>5. Training and inspections</b></p>	<p>(a) certification of WAV driver training completion within the past 3 years, and          (b) WAV driver training programs used per geographic area, and the number of WAV</p>	<p>Y</p>

July 15, 2022  
 Lyft, Inc.  
 Advice Letter No. 12

	drivers that completed WAV training in that quarter, and (c) Certification of WAV inspection and approval	
<b>6. Reporting complaints</b>	Number of complaints related to WAV drivers or services – by quarter and geographic area, and broken out by category: Securement Issues; Driver Training; Vehicle Safety and Comfort; Service Animal; and Other issues.	Y

*Table A: Level 1 and Level 2 Offset Time Standards (percent) and ORTB (minutes) by County*

County	Q2 2022					TNC claims the data demonstrates meeting or exceeding % of completed trips and within ORTB for Level 1 and 2?
	# Quarter Submission (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , ...8 <sup>th</sup> )	Level 1 (%)	Level 1 (mins)	Level 2 (%)	Level 2 (mins)	
<b>San Francisco</b>	1	69.4%	15	97.2%	30	Yes
<b>Los Angeles</b>	1	63.4%	25	98.3%	50	Yes

*Table B: Trip Completion Standard (part b.1)*

County	# Quarter Submission (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , ...8 <sup>th</sup> )	County Group A, Group B, or Group C?	Trip Completion Rate (%)	TNC claims the data demonstrates meeting the minimum % of trip requests completed?
<b>San Francisco</b>	1	A	91.80%	Yes
<b>Los Angeles</b>	1	B	75.58%	Yes

*Table C: Trip Completion Standard (part b.2)*

County	Option 1 or 2	(1) # of completed trips previous quarter	(2) # of completed trips in the immediately prior year's same quarter	(1) # of completed trips this quarter	(2) # of completed trip this quarter
<b>San Francisco</b>	2	57	154	235	235
<b>Los Angeles</b>	2	3529	2266	4506	4506

During the reporting period, Lyft piloted a program under which it made available to WAV users the Wait & Save service it offers to non-WAV users. As with Lyft on-demand, riders may request a same day trip, but have the option of choosing to wait upwards of 30 minutes for a vehicle to arrive in exchange for a discounted trip fee. When passengers select a Wait & Save trip they are informed that a vehicle will arrive within “X” minutes, for example 15 minutes. A Wait & Save passenger does not choose a specific pick-up time but rather, elects to wait longer for an on-demand trip in exchange for a lower fee. Wait & Save rides, in offset filing, were calculated in the same manner as on-demand rides (request to arrive).

Lyft consulted with Consumer Protection and Enforcement Division staff concerning how to report WAV Wait & Save trips. Staff advised on May 25, 2022 that Wait & Save rides completed during Q2 2022 were permitted to be included in Lyft’s reported trips for its Q2 2022 offset request with response times for Wait & Save trips calculated in the same manner as on-demand trips.

Lyft would also like to note that the data contained within this cover letter for Q2 2021, reflects data that will be submitted as part of Lyft’s Advice Letter resubmissions required under Track 5A Ruling dated April 11, 2022. Q2 2021 data values contained within this cover letter and in Lyft’s Q2 2021 resubmission do not contain pre-scheduled trips, but only on-demand trips that occurred in the offset requested counties.

Therefore this offset request reflects 82.5% of on-demand WAV trips, 17.5% of Wait & Save WAV trips, and 0% pre-scheduled WAV trips. Both on-demand and Wait & Save trips response times were calculated as the elapsed time between the trip request and the vehicle arrival.

In compliance with General Order 96-B, we served a copy of this advice letter via email upon the parties identified on the attached R.19-02-012 service list on July 15, 2022. If there are any questions regarding this advice letter, please contact Janeé Weaver, Lyft Regulatory Counsel at [jweaver@lyft.com](mailto:jweaver@lyft.com).

Any Party can protest or respond to this advice letter by sending a written protest or response via email to CPED at [TNCAccess@cpuc.ca.gov](mailto:TNCAccess@cpuc.ca.gov). If submitting a protest, the protest must set forth the specific grounds on which it is based, including supporting information or legal arguments. A protest or response to the

July 15, 2022  
Lyft, Inc.  
Advice Letter No. 12

advice letter must be submitted to CPED within twenty (20) days of the date the advice letter was filed and must be served on the TNC on the same day.

Email a copy of the protest or response to this advice letter to Janeé Weaver at [jweaver@lyft.com](mailto:jweaver@lyft.com) .

To obtain information about the CPUC's procedures for advice letters and protests, visit CPUC's website at [www.cpuc.ca.gov](http://www.cpuc.ca.gov) and look for links to General Order 96-B.

**I HEREBY CERTIFY UNDER THE PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE FOLLOWING ATTACHMENTS HAVE BEEN EXAMINED BY ME AND IS TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.**

Yours truly,



Janeé Weaver  
Regulatory Counsel  
Lyft

#### Attachments

1. 0032513 Lyft Inc Number of WAVs In Operation AL12
2. 0032513 Lyft Inc WAV Trips AL 12
3. 0032513 Lyft Inc Response Times AL12
4. 0032513 Lyft Inc OTS Report AL12
5. 0032513 Lyft Inc TCS Report AL12
6. 0032513 Lyft Inc Exemption Response Times ALI 12
7. 0032513 Lyft Inc Outreach AL12
8. 0032513 Lyft Inc Training and Inspections ALI 12
9. 0032513 Lyft Inc Funds Expended AL12
10. 0032513 Lyft Inc Complaints AL12
11. 0032513 Lyft Inc Contract Information AL12



California  
Public Utilities  
Commission



CPUC Home

## CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

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**PROCEEDING: R1902012 - CPUC - OIR TO IMPLEM  
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION  
LIST NAME: LIST  
LAST CHANGED: JUNE 28, 2022**

[Download the Comma-delimited File](#)  
[About Comma-delimited Files](#)

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**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA  
TNC ACCESS FOR ALL  
WHEELCHAIR ACCESSIBLE VEHICLE TRAINING DECLARATION FORM**

Carrier Name: Tower WAV LLC

PSG #: 39427-A

Pursuant to Decision 20-03-007 Ordering Paragraph 14(a) and 16(f), all Wheelchair Accessible Vehicle (WAV) drivers operating on TNCs platform shall have completed WAV driver training within the past three years. The required training shall include, at minimum below:

1. Sensitivity training
2. Passenger assistance techniques
3. Accessibility equipment use
4. Door-to-door service
5. Safety procedures

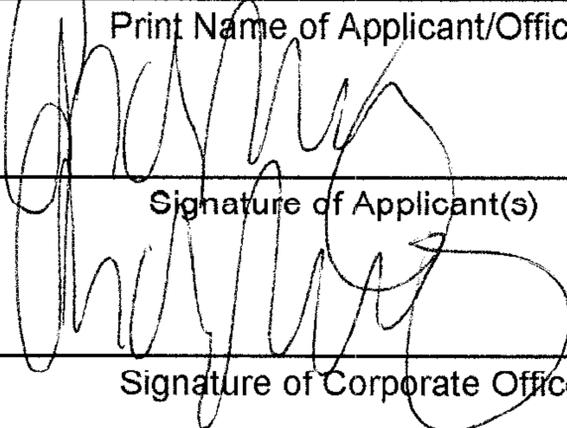
TNCs shall be responsible for ensuring that each of their WAV drivers complies with these requirements and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

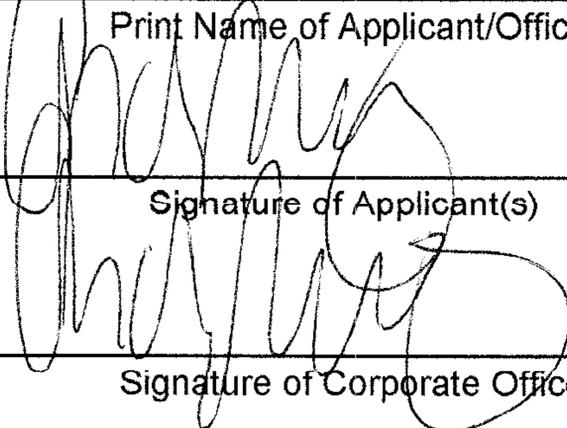
**CERTIFICATION**

**I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirement that all WAV drivers operating on TNCs platform must have completed WAV driver training within the past three years, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.**

Date: 07/08/2022

Andres Munoz  
Print Name of Applicant/Officer

  
Signature of Applicant(s)

  
Signature of Corporate Officer

Manager - COO  
Title of Corporate Officer

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA  
TNC ACCESS FOR ALL  
WHEELCHAIR ACCESSIBLE VEHICLE TRAINING DECLARATION FORM**

Carrier Name: First Transit, Inc.

TCP 0024770-A  
PSG #: \_\_\_\_\_

Pursuant to Decision 20-03-007 Ordering Paragraph 14(a) and 16(f), all Wheelchair Accessible Vehicle (WAV) drivers operating on TNCs platform shall have completed WAV driver training within the past three years. The required training shall include, at minimum below:

1. Sensitivity training
2. Passenger assistance techniques
3. Accessibility equipment use
4. Door-to-door service
5. Safety procedures

TNCs shall be responsible for ensuring that each of their WAV drivers complies with these requirements and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

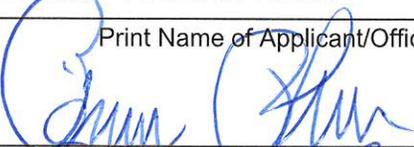
**CERTIFICATION**

**I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirement that all WAV drivers operating on TNCs platform must have completed WAV driver training within the past three years, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.**

Date: 7/6/2022

**Brian Beechem**

\_\_\_\_\_  
Print Name of Applicant/Officer

  
\_\_\_\_\_  
Signature of Applicant(s)

  
\_\_\_\_\_  
Signature of Corporate Officer

**Asst. Secretary**

\_\_\_\_\_  
Title of Corporate Officer

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA  
TNC ACCESS FOR ALL  
WHEELCHAIR ACCESSIBLE VEHICLE INSPECTION DECLARATION FORM**

Carrier Name: First Transit, Inc.

PSG#: TCP 0024770-A

Pursuant to Decision 20-03-007 Ordering Paragraphs 14(c) and 15(h), all Wheelchair Accessible Vehicles (WAVs) operating on a TNC's platform shall be inspected and approved to conform with the Americans with Disabilities Act Accessibility Specifications for Transportation Vehicles within the past year.

TNCs shall be responsible for ensuring that each of their WAVs complies with this requirement and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

**CERTIFICATION**

**I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirements that all WAVs operating on the TNC platform be inspected and approved to conform with the Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.**

Date: 7/6/2022

**Brian Beechem**

\_\_\_\_\_  
Print Name of Applicant/Officer

  
\_\_\_\_\_  
Signature of Applicant(s)

\_\_\_\_\_  
Signature of Corporate Officer

**Asst. Secretary**

\_\_\_\_\_  
Title of Corporate Officer

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA  
TNC ACCESS FOR ALL  
WHEELCHAIR ACCESSIBLE VEHICLE INSPECTION DECLARATION FORM**

Carrier Name: Tower WAV LLC

PSG#: 39427-A

Pursuant to Decision 20-03-007 Ordering Paragraphs 14(c) and 15(h), all Wheelchair Accessible Vehicles (WAVs) operating on a TNC's platform shall be inspected and approved to conform with the Americans with Disabilities Act Accessibility Specifications for Transportation Vehicles within the past year.

TNCs shall be responsible for ensuring that each of their WAVs complies with this requirement and shall maintain records of such compliance for the duration of the program which is scheduled to sunset on January 1, 2026.

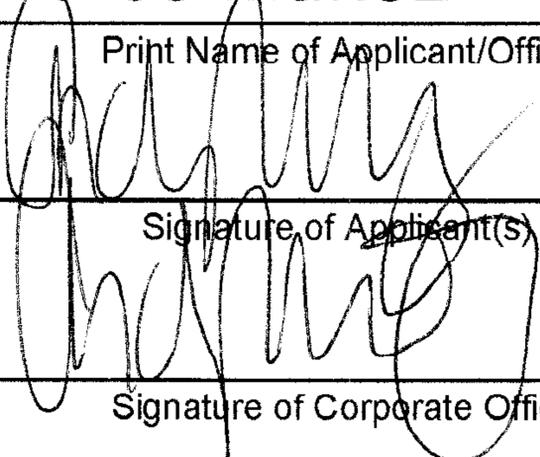
**CERTIFICATION**

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirements that all WAVs operating on the TNC platform be inspected and approved to conform with the Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

Date: 07/08/2022

Andres Munoz

Print Name of Applicant/Officer

  
Signature of Applicant(s)

Signature of Corporate Officer

Manager - COO

Title of Corporate Officer

**Lyft Inc.**  
**Q2'2022**  
**Cost Summary**

TNC_Name	County	Quarter	Main_Category	Sub_category	Sub_category_Amount
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Vehicle Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	226,447.02
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Partnership Costs	Consultants/Legal	23,157.00
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Partnership Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Marketplace Costs	Promo Codes for WAV	233.60
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Marketplace Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Operational Costs	Marketing Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Operational Costs	Rental Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	113,585.87
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Operational Costs	Other	\$ -
Lyft, Inc.	SAN FRANCISCO	Q2 2022	Other	Total Offset Requested	246,556.50
Lyft, Inc.	LOS ANGELES	Q2 2022	Vehicle Costs	Lease/Rental Purchase	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Vehicle Costs	Rental Subsidies for Driver	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Vehicle Costs	Inspections	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Vehicle Costs	Maintenance/ Service/ Warranty	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Vehicle Costs	Fuel Cost	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Vehicle Costs	Cleaning Supplies/ Services	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Vehicle Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Partnership Costs	Transportation Service Partner Fees / Incentives and/ or Management Fees	755,479.22
Lyft, Inc.	LOS ANGELES	Q2 2022	Partnership Costs	Vehicle Subsidies	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Partnership Costs	Consultants/Legal	23,157.00
Lyft, Inc.	LOS ANGELES	Q2 2022	Partnership Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Marketplace Costs	Recruiting	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Marketplace Costs	Driver Onboarding	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Marketplace Costs	Training Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Marketplace Costs	Driver Incentives	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Marketplace Costs	Promo Codes for WAV	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Marketplace Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Operational Costs	Marketing Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Operational Costs	Technology Investments/ Engineering Costs/ Enhancements	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Operational Costs	Community Partnership/ Engagement Costs	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Operational Costs	Rental Management	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Operational Costs	Pilot Management	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Operational Costs	Wages, Salaries and Benefits (non-maintenance personnel)	84,400.32
Lyft, Inc.	LOS ANGELES	Q2 2022	Operational Costs	Other	\$ -
Lyft, Inc.	LOS ANGELES	Q2 2022	Other	Total Offset Requested	829,905.00

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